



# Your Experience Matters

Information For Patients

## How to make a complaint

Are you unhappy with the way you have been looked after in hospital?



Do you want to tell someone about it?



This leaflet will tell you how to do this.

## The nurses and doctors try to look after you



But, if something has happened that you did not like or you were not happy with...



...please tell the nurse or doctor as soon as you can.

Your friends and family can help you talk to the nurses and doctors.



The ICA are independent of the Hospital and can give you support in raising a concern or a complaint. They can also attend any meetings with you.



You can tell the people in the Hospital's Complaints department (called PALS):

- By calling 0161 276 8686



- By writing to:

PALS

The Chief Executive  
CMFT Headquarters  
Cobbett House  
Oxford Road  
Manchester M13 9WL

- By emailing:

[pals@cmft.nhs.uk](mailto:pals@cmft.nhs.uk)



## What do we need to know?

- Your name, address and contact telephone number.
- What happened to you, where and when.
- We will try and sort your problem as soon as we can.
- We will try to make things better.

We can:

- Arrange for someone to talk to you straight away



- Arrange a meeting with the senior nurses and doctors



- And/or write you a letter



We want to make sure that you get good care and that you are happy with what we do for you.

If you remain unhappy with the answer from the Hospital, you can contact the:

Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Telephone – 0345 015 4033 (local rate)

Text phone – 0300 061 4298

Email – [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

The ICA can also help you do this.

ICA - 0808 801 0390



## No Smoking Policy

Please protect our patients, visitors and staff by adhering to our no smoking policy. Smoking is not permitted in any of our hospital buildings or grounds, except in the dedicated smoking shelters in the grounds of our Central Manchester site.

For advice and support on how to give up smoking, go to <http://www.nhs.uk/smokefree>.

## Translation and Interpretation Service

It is our policy that family, relatives or friends cannot interpret for patients. Should you require an interpreter ask a member of staff to arrange it for you.

تنص سياستنا على عدم السماح لأفراد عائلة المرضى أو أقاربهم أو اصديقائهم بالترجمة لهم. اذا احتجت الى مترجم فيرجى ان تطلب ذلك من احد العاملين ليرتب لك ذلك.

ہماری یہ پالیسی ہے کہ خاندان ، رشتہ دار اور دوست مریضوں کے لئے ترجمہ نہیں کر سکتے۔ اگر آپ کو مترجم کی ضرورت ہے تو عملے کے کسی رکن سے کہیں کہ وہ آپ کے لئے اس کا بندوبست کر دے۔

ইহা আমাদের নীতি যে, একজন রোগীর জন্য তার পরিবারের সদস্য, আত্মীয় বা কোন বন্ধু অনুবাদক হতে পারবেন না। আপনার একজন অনুবাদকের প্রয়োজন হলে তা একজন কর্মচারীকে জানান অনুবাদকের ব্যবস্থা করার জন্য।

Nasze zasady nie pozwalają na korzystanie z pomocy członków rodzin pacjentów, ich przyjaciół lub ich krewnych jako tłumaczy. Jeśli potrzebują Państwo tłumacza, prosimy o kontakt z członkiem personelu, który zorganizuje go dla Państwa.

Waa nidaamkeena in qoys, qaraaboamasaxiiboaysanu tarjumikarinbukaanka. Haddiiaad u baahatotarjumaankacodsoxubinka mid ah shaqaalahrainaykuusameeyaan.

我们的方针是，家属，亲戚和朋友不能为病人做口译。如果您需要口译员，请叫员工给您安排。



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